

BLM REMEDY 8 USER GUIDE: CREATING A TICKET FOR TEMPORARILY SUSPENDING SERVICE TO A MOBILE DEVICE

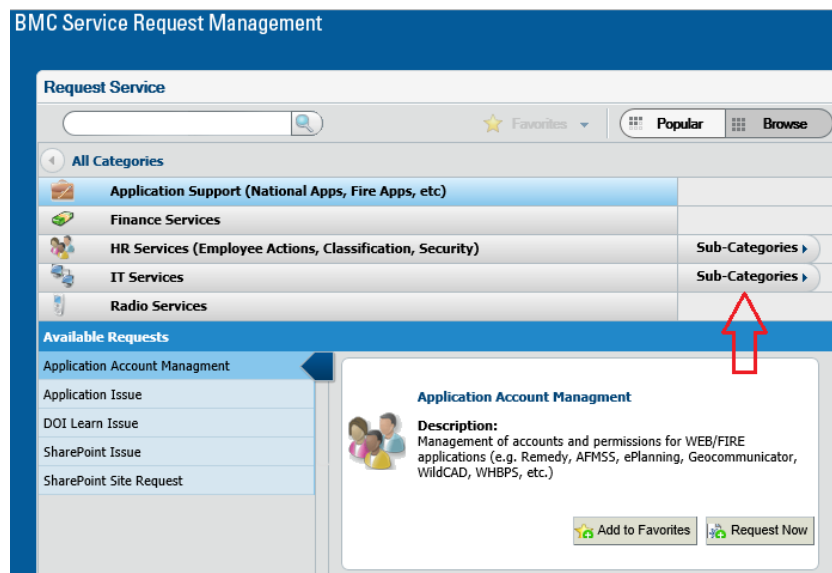
A mobile device may need to have its service suspended for various reasons (e.g., post-fire season, position vacancy for an extended period). The difference between “suspending” and “terminating” service is that suspensions are **temporary** and terminations are **permanent**.

Use the following procedure to create a ticket to suspend service temporarily to a mobile device.

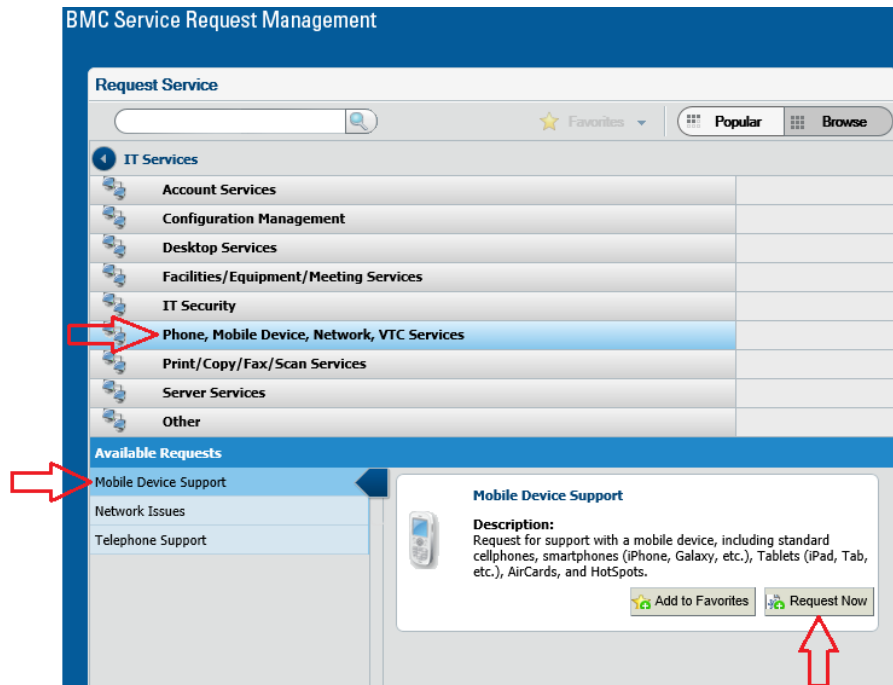
1. On the desktop, double-click the **1-800 BLM Help** icon, or navigate to <http://1800blmhelp.blm.gov> in a web browser.
2. On the BLM Help Desk page, click **Submit a Ticket**.



3. If necessary, log on the Remedy system.
4. Under **All Categories**, next to **IT Services**, click **Sub-Categories**.



5. Under **IT Services**, click **Phone, Mobile Device, Network, VTC Services**.
6. Under **Available Requests**, click **Mobile Device Support**.
7. Click **Request Now**.



8. In the **Mobile Device Support** page, enter the necessary data.
 - a. If submitting the ticket for another person, click **Edit** to change the name in the **Requested For** field and make any other necessary changes to the contact information.
 - b. Under **What is the urgency of this request?**, click the appropriate value.
 - c. Under **What do you need support with?**, click **Temporarily suspend service on a device**.

Mobile Device Support

Requested By: Jessie E Maynard Phone: (303) 236-0025 Edit
Requested For: Jessie E Maynard Email: jmaynard@blm.gov

Attachments: + + +

[Instructions](#)

Note - If this device is not for you, please change the name of who this ticket is being submitted for at the top of this window by clicking the edit button

What is the urgency of this request? 4-Low
4-Low
3-Medium
2-High
1-Critical

What do you need support with? *
Something's not working
Add a Feature(Changes to service
Purchasing\Upgrade
Re-activate a device
Termination\Cancel service
Temporarily suspend service on a device
Transfer device to somebody else

- d. Under **How long will you need this device suspended for?**, click the appropriate time period.
- e. In the **Mobile device's phone number** field, enter the device's phone number.
- f. In the **Email Address** field, enter the email address of the device's assigned user.
- g. Under **Operating System**, click the appropriate operating system.
- h. If necessary, in the **Additional Notes** field, enter any additional comments or instructions.
- i. Click **Submit**.

The screenshot shows a web form with the following fields and options:

- How long will you need this device suspended for?***: Radio button options: ☐ 3 Months or Less, ☐ 3-6 Months, ☐ 7 Months or longer.
- Mobile device's phone number**: A text input field with the placeholder text "If you aren't sure, just leave this field blank".
- Email Address***: A text input field.
- Operating System***: Radio button options: ☐ Apple (iPad, iPhone), ☐ Android (Galaxy Tab), ☐ Windows (Venue, Elitepad), ☐ N/A.
- Additional Notes**: A large text area for comments.
- Buttons**: "Summary", "Save As Draft", and "Submit".

Red arrows in the image point to each of these fields and the "Submit" button.

You have successfully created a ticket to suspend service temporarily to a mobile device.